



SUPPORT TECHNICIAN, SENIOR

CHARACTERISTICS OF WORK:

This is senior level work in performing a variety of tasks in support of office operations. The work involves responsibility for overseeing routine services involved in daily office operations, including central storage, mail, office supplies, photocopying, physical asset audits, and vehicle usage/maintenance. The incumbent works with administrative personnel in developing procedures for the efficient and cost effective delivery and use of these services. Supervision may be exercised over lower level support staff and is received from an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of experience related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to climb or balance; stoop, kneel, bend, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

Office Support: Exhibits knowledge of filing, typing, entering data, maintaining records, and using and completing forms to support office functions.

Receives/routes office visitors/telephone calls to the appropriate destination or individual. Maintains a filing system for classifying, retrieving, and disposing of such materials as correspondence, tapes, records, reports, and other documents. Processes in-coming and outgoing mail.

Mail Distribution: Distributes incoming and outgoing mail based on knowledge of the distribution scheme in the office where employed.

Sorts and delivers incoming mail, parcels, and other materials. Collects all agency mail. Sorts mail according to destination and type in order to ensure accurate and timely delivery.

Technical: Is proficient in operating technical equipment in performing duties of the job.

Operates an adding machine, calculator, computer, telephone, and/or copy machine. Uses computer software to complete assigned tasks, meet agency goals, and produce required results.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Exercises good judgment; makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Supports, motivates, and is an advocate for staff.

Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals; sets and meets deadlines.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Oversees day-to-day mail center services.
2. Oversees central supply activities.
3. Supervises routine activities related to agency's vehicle fleet.
4. Monitors photocopy services.
5. Monitors errand services and routine warehouse services.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Teaches subordinates how to use postage machine and folder/inserters; determines cost effective postage; processes large mailings for State, pre-sort; electronically transfers funds to postage by phone account; and prepares packages for expedient dispatch using a variety of courier services.

Submits purchase requisitions for replenishing mail center supplies and postage to supervisor for approval as a result of routine reviews of items on hand and meter account balances.

Evaluates workload demands and staffing requirements and delegates tasks to subordinates as needed to meet deadlines.

Ensures that routine, informal inventory of stock is done and noted on reorder checklists.

Completes requisitions based on reorder checklists and verbal requests for commodities on and off State contract, ensuring that competitive pricing is secured and that stock shortfalls do not occur.

Monitors completion of staff requests for supplies and consults with supervisor on any problems.

Evaluates workload demands and staffing requirements and delegates tasks to subordinates as needed to meet deadlines.

Reviews requests from staff for adherence to agency policy, passing approved requests to subordinates for scheduling, and referring potential conflicts to supervisor for appropriate action.

Coordinates services and repairs with selected vendors based on cost of services and responsiveness of vendor; refers potential problems to supervisor for corrective action.

Performs routine inspection of vehicles and appraises supervisor of any physical or mechanical problems identified.

Oversees work of subordinates, adjusts workloads, and schedules to ensure consistent coverage of this duty.

Periodically checks floor copy stations to see if they are clean and orderly and if adequate supplies are being provided.

Monitors scheduling and quality of work done in central duplication area and advises subordinates of changes and/or alternatives available to satisfy staff requirements.

Contacts professional and administrative staff when deadlines need to be adjusted or special supplies are required.

Supervises subordinates, delegates work, and adjusts schedules to provide consistent photocopy services.

Reviews purchase requests for services.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.